

aa@neg.com

EXHIBIT 46

**From:** Frontier Airlines <frontierairlines@mailca.custhelp.com>  
**Sent:** Friday, January 29, 2021 9:52 AM  
**To:** aa@neg.com  
**Subject:** Frontier Airlines: Medical disability [Incident: 210124-000077]



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You requested assistance from our on-line support form. Below is a summary of your request and our response.

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Topic: Frontier Airlines: Medical disability

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Reference #: 210124-000077

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**Discussion Thread**

**Response By Email (Beth) (01/29/2021 07:52 AM)**

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Hi Aaron,

Thank you for reaching out to us.

Frontier along with most carriers, does require all passengers 2 years of age and older to wear a mask at all points of their travel. This is ticket counter, gate area, onboard the aircraft and baggage claim. Respectfully, there are no exemptions.

At this time I believe the only carriers that accept a medical exemption are Delta and Hawaiian.

Sincerely,

Beth  
Customer Relations Advocate  
Frontier Airlines

**Customer By CSS Email (Aaron Abadi) (01/28/2021 11:28 PM)**

I do not see the response.

Aaron Abadi  
CEO  
National Environmental Group  
Cell # 516-639-4100

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Customer By CSS Web (Aaron Abadi) (01/24/2021 10:22 AM)

The CDC recommendation includes the following:

"Wearing masks may be difficult for some people with sensory, cognitive, or behavioral issues. If they are unable to wear a mask properly or cannot tolerate a mask, they should not wear one..."

I am one of those people, unfortunately. I have serious sensory issues and cannot wear a mask for a flight.

The State of New York mandate similarly has exclusions for someone like me and requires that as a person with disabilities, we are accommodated. I believe most mandates concur.

I already had Covid. I tested positive in early October, so there is no actual health risk to other passengers. Additionally, I can provide a doctor's letter confirming my disability and my recovery from Covid.

Can I fly without a mask?